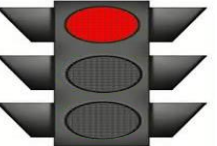
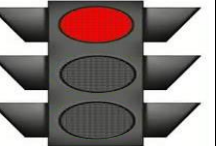


# % Single Family Permits Issued After 4 Days (Multi Agency) Develop Louisville

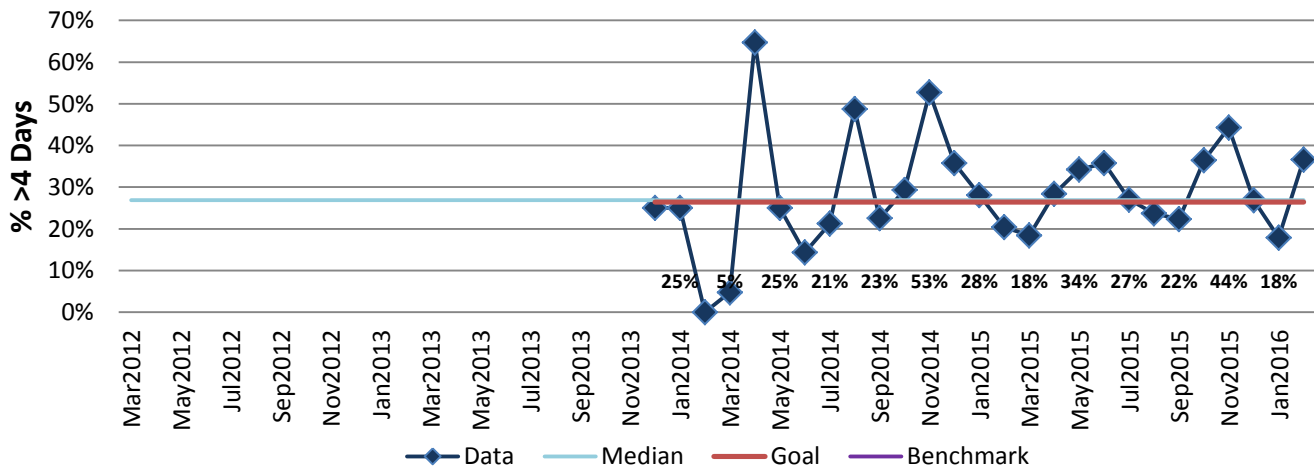
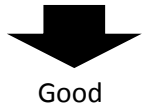


KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 27.77% (Dec, 2013 - Nov, 2014)		Data Source: Hansen  Goal Source: Construction Rev. Mgr.  Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: Reduce defect rate from baseline of 27.77% to 26.38% (5% decrease)			Measurement Method: Percent of Single Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 4 days		
			Why Measure: Monitor turnaround time relative to customer expectations		
Benchmark: TBD			Next Improvement Step: Develop Louisville will analyze reasons for extended review periods and review to determine if goal is appropriate		
How Are We Doing?					
Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
26.38%	29.32%		26.38%	36.62%	
% >4 Days	% >4 Days		% >4 Days	% >4 Days	

## % Single Family Permits Issued After 4 Days (Multi Agency)



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purposed of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.